

**LOCAL AGENCY CONFERENCE CALL
MAY 1, 2014**

Minutes

This call was a WEB-X Training

Welcome and Roll Call

Chris

Announcements

Fall Training Monday September 15th PM
Tuesday September 16th all day
Missoula, Best Western, Reserve Exit

Thursday September 18th all day
Friday September 19th AM
Billings, Crowne Plaza

Learning Collaboration September 30th all day with NAPA, Molly Pessl
October 1st AM
Helena, Gateway Center
Hotel Information to Follow
BPC and Supervisors, others may attend

Next call is June 19th from 9:00 am to 11:00 am, this is a change in date due to the food rule changes; we are encouraging all CPAs to attend the call because we will be presenting more in-depth information about the October 1st food package changes.

Remember if you have an issue with how SPIRIT is working, please call the help desk. Information about participant ID and what is the concern, we may ask for screen shots.

Cashier Surveys

Kevin

Previous surveys identified the store experience as the most challenging part of the program for WIC participants, and we are now surveying retailers to learn how we can improve WIC training or other services for them.

We have started by distributing a cashier survey, and have received more than 800 back. A few key trends from the responses include:

- Most cashiers have been working in their position for over one year, and cashier turnover is not as significant of a challenge to training as we thought.

- Many cashiers feel participants do not have a strong understanding of the food list, and uncomfortable situations arise from that.
- Many cashiers are very supportive of going to EBT because it will drastically change their role in WIC.

We are working to fully record and analyze the responses to the cashier surveys, and the next step will be to discuss those responses with retailer managers during in-depth interviews designed to hear their challenges and recommendations.

Our goal is to use these cashier surveys and manager interviews to better understand how we can improve the in-store experience for both WIC participants and retail staff. We will keep you updated as we learn more through this process.

Food Package Changes

Chris

The final changes to the Food Rule are out. The changes will impact food packages, requirements for package assignment and approved foods.

Two changes you should see already are the increase to \$8 on the fruit and vegetable benefit for children; and no longer requiring a prescription to issue soy beverage and goat's milk to children. CPAs will have to perform an assessment of the individual child based on information in the chart and conversation with the parent and, if necessary, the health care provider to make the decision

You will soon see the change that allows medically-fragile infants receiving contract formula being able to receive the 4-5 month amount when over 6 months of age and no food were prescribed.

October 1st Changes

- Split tender will be allowed on fruit and vegetable benefit.
- Health care providers can indicate on the medical formula prescription to allow the WIC RD to determine the types and amounts of supplemental foods on FP III.
- Milk will change to non-fat/skim or 1% for women and children 2 years of age and older.
- Whole milk will remain for children under 2 years of age.
- When cheese is chosen, the dangling quart can be replaced by a quart of milk, a 12 oz. can of evaporated milk or nothing. If nothing is issued, tailoring must be documented.

Changes After October 1st

- Infants 9 mo. of age and older can substitute some of the jarred infant fruit and vegetables.
- Women and children receiving Food Package III can exchange their fruits and vegetable benefit for jarred infant fruits and vegetables.

- Pregnant women who are breastfeeding an infant fully or substantially can be issued a Food Package VII (fully breastfeeding).

The slides are available for review. More detail about the changes for September will be provided in the June call.

Local Agency Training Modules

Kate

- MAWA and the State WIC office have discussed local agency training. The goal is to have local agency staff trained in a consistent manor for their role/position. The Competency Based Modules are no longer being used.
- There is a new form that was developed for local agencies to use in training/orienting employees to their position.
- Training items are flexible and the form allows for "exemption" if a training is assessed to be unnecessary for an employee, also, additional trainings may be assigned.
- There are links to the trainings at the bottom of the form.
- The PDF modules (*) are not yet ready, these are being revised from the California training manual and will hopefully be ready for use by the Fall.
- See attached form and contact Kate kgirard@mt.gov if you have any questions.

Appointment Reminders

Mark

Participants may receive several e-mail appointment reminders when RD services are using remote RD and the clinics share the resource to be able to schedule appointments with the RD. The appoint reminders are sent out for each clinic that shares the RD's schedule. If participants complain about the multiple messages, inform the WIC Help Desk.

Reports Training

Mark

Spirit Utilities

What the site is about

Place for helpful functions; currently Formula Return and Reports

URL

<https://spirit.hhs.mt.gov/Montana/SpiritUtilities/Default.aspx>

Formula Return

Electronic method to record returned formula and Clinic Issued formula given to a participant

Transition period from now to the end of May.

Dialog shows current issuance period only.

Will show all types of formula issued to the participant.

Will not allow more formula to be returned than has been issued.

Strongly recommend to enter returned formula at time of return.

Entry is important to prevent an over issuance report.

Do not have to scan.

During transition period, Leah will look in scanned documents for the formula return form.

After the end of May, over issuance cases will be referred to the local agency.

The agency, clinic selection at top must be the Agency/Clinic you are currently working. It is defaulted to the Participant's Agency/Clinic but they may have gone to another clinic for formula return.

Reports

Appointments For Day	This report displays appointment data for the specified day.
Agency Appointments QA	<p>This report displays appointment data for the specified month and allows agencies to track scheduling improvement. The report provides the following information:</p> <p>For every appointment during the month, what was the next appointment created? This excludes any participants that had an appointment but were terminated for categorical ineligibility, moved, or over income.</p> <p>For every participant terminated for non-pickup, what was the missed appointment type?</p> <p>NOTE: Appointment data is regularly removed from the M-SPIRIT system, so reports should be saved if the data is needed for longer than 3 months.</p>
EPI BMI	This report displays a list of children between 2 and 4, as well as BMI risks in the period requested.
EPI Breast Feeding	This report displays a list of infants and their breast feeding status during their first year for infants born in the time period requested. This report is expected to be run for time periods ending more than 13 months in the past so complete data for the first year has already been obtained.
EPI Smoking Cessation	This report displays the smoking status for women who had a pregnancy certification or postpartum certification or both.
Participation Report	This is the same participation report that we publish in the weekly newsletter.

Thanks everyone for attending, remember next call is June 19th, 9:00 am to 11:00am. It is important for all CPAs, please plan to attend.